CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently amended) A method comprising:

inquiring, from a remote location, a status of an upper-layer communication indicator, the upper-layer communication indicator displayed at a customer premise equipment (CPE) device, wherein the status is observable by a visual inspection of the indicator by an end-user;

entering the status into data storage;

performing a first set of actions when the status indicates valid upper-layer communication; and

performing a second set of actions when the status indicates invalid upper-layer communication.

2. (Currently amended) The method, as recited in claim 1, wherein the CPE device is a transceiver and wherein the inquiring comprises:

a service technician from the remote location requesting the end-user to provide the status of a light emitting diode (LED) on a Digital Subscriber Loop (DSL) transceiver.

3. (Original) The method, as recited in claim 1, wherein the upper-layer communication indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.

4. (Original) The method, as recited in claim 1, wherein the upper-layer communication indicator indicates a layer 3 or above communication status.

5. (Original) The method, as recited in claim 1, wherein entering the status into data storage comprises a service technician entering data into an electronic job ticket.

6. (Previously presented) The method, as recited in claim 1, wherein performing the second set of actions comprises a service technician advising the end-user to perform a corrective action to a local configuration.

7. (Original) The method, as recited in claim 1, wherein performing the second set of actions comprises a service technician performing a corrective action at the remote location.

8. (Previously presented) The method, as recited in claim 1, wherein performing the first set of actions comprises sending a service technician to the end-user location to perform a set of troubleshooting actions.

9. (Currently amended) A transceiver ~~comprising:~~ <u>positioned at a local location, the</u> <u>transceiver comprising:</u>

a connection port configured to communicate data signals from a computer positioned at ~~a~~ the local location to a remotely located service provider device[[;]]<u>, and</u> ~~the~~ ~~transceiver having~~ a first status indicator<u>,</u> ~~positioned at the local location,~~ configured for visual inspection by an end-user to communicate at least a layer 3 or above communication status between the computer and the service provider device.

10. (Original) The transceiver, as recited in claim 9, wherein the first status indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.

11. (Original) The transceiver, as recited in claim 9, wherein the service provider device is a Digital Subscriber Loop Access Multiplexer (DSLAM).

12. (Previously presented) The transceiver, as recited in claim 9, further comprising: a second status indicator configured to visually indicate a layer 2 connection status between the computer and the remotely located service provider device.

13. (Original) The transceiver, as recited in claim 12, wherein the second status indicator is a wide area network status indicator.

14. (Previously presented) The transceiver, as recited in claim 9, further comprising: a second status indicator configured to visually indicate a layer 1 status of the transceiver.

15. (Original) The transceiver, as recited in claim 14, wherein the second status indicator is a power status indicator.

16. (Currently amended) A method of digital subscriber line service maintenance, the method comprising:

detecting a digital subscriber line (DSL) related troubleshooting event at a remote service
      terminal that supports an end-user computer having a DSL connection at a local site;

inquiring, from the remote service terminal, a status of a visual upper-layer communication
      indicator, the upper-layer communication indicator displayed at a customer premise
      equipment (CPE) device and associated with a digital subscriber line (DSL) terminating
      at the DSL connection of the end-user computer at the local site; wherein the status is
      observable by a visual inspection of the indicator by an end-user;

entering the status of the visual upper-layer communication indicator into data storage coupled to
      the remote service terminal in connection with the DSL related troubleshooting event;

performing a first set of maintenance actions when the status indicates valid upper-layer
      communication; and

performing a second set of maintenance actions when the status indicates invalid upper-layer
      communication.

17. (Previously Presented) The method, as recited in claim 16, wherein the upper-layer communication indicator is a Point to Point Protocol Over Ethernet (PPPoE) authentication status indicator.

18. (Previously Presented) The method, as recited in claim 16, wherein the upper-layer communication indicator indicates a layer 3 or above communication status, wherein layer 3 is defined by the seven layer OSI model.

19. (Currently amended) The method, as recited in claim 16, wherein performing the first set of _maintenance_ actions, but not the second set of _maintenance_ actions, comprises sending a service technician to the end-user location to perform a set of troubleshooting actions on the end-user computer.